

Annual Reporting for High-Cost Recipients
47 C.F.R. §54.313(a)(2) through (a)(6) and (h)



4001 Rodney Parham Drive • Little Rock, Arkansas 72212
(501) 748-7000

DOCKET FILE COPY ORIGINAL

Received & Inspected

OCT 21 2013

FCC Mail Room

Jeff Heacox
Staff Manager Compliance Reporting
Jeff.l.heacox@windstream.com
(501) 748-5390
(501) 748-6583 (fax)

REDACTED FOR PUBLIC INSPECTION

October 11, 2012

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington, D.C. 20554

Ms. Karen Majcher
Vice President – High Cost Low Income Division
Universal Service Administrative Company
2000 L Street NW, Suite 200
Washington, D.C. 20036

RE: WC Docket No. 10-90: Lifeline and Link Up Reform and Modernization, WC Docket No. 11-42

Pursuant to Section 54.313 and 54.422 of the Federal Communications Commission's rules and in accordance with the guidance of the Public Notice issued August 6, 2013, enclosed is the 2013 annual report and certifications for Windstream Study Area Code 431965 located in Oklahoma.

This filing contains a redacted (200) Service Outage Reporting (Voice) form. The information that was redacted is considered Confidential by the FCC and would cause Windstream to reveal proprietary information and trade secrets and cause damage to its competitive position.

Should you have any questions, please contact me via email at jeff.l.heacox@windstream.com or by phone at 501-748-5390.

Sincerely,

Jeff Heacox
Staff Manager Compliance Reporting

Enclosures

Cc: Applicable State Public Utilities Commissions, State Public Service Commissions, and Tribal Governments

No. of Copies rec'd
List ABOVE

0

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**

 FCC Form 481
OMB Control No. 3020-0065/OMB Control No. 3020-0065
July 2013

<010> Study Area Code 431965

<015> Study Area Name WINDSTREAM OK

<020> Program Year 2014

<030> Contact Name: Person USAC should contact with questions about this data Jeff Heacox

<035> Contact Telephone Number: Number of the person identified in data line <030> 501-748-5390

<039> Contact Email Address: Email of the person identified in data line <030> jeff.l.heacox@windstream.com

Received & Inspected

OCT 21 2013

FCC Mail Room

ANNUAL REPORTING FOR ALL CARRIERS		SA 313 Completion Required	SA 425 Completion Required
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<100> Service Quality Improvement Reporting	(complete attached worksheet)	(check box when complete)	
<200> Outage Reporting (voice)	(complete attached worksheet)		
<210> <input type="checkbox"/> <-- check box if no outages to report			
<300> Unfulfilled Service Requests (voice)			
<310> Detail on Attempts (voice)	3		
<320> Unfulfilled Service Requests (broadband)	431965OK310	(attach descriptive document)	
<330> Detail on Attempts (broadband)		(attach descriptive document)	
<400> Number of Complaints per 1,000 customers (voice)			
<410> Fixed	1.9		
<420> Mobile			
<430> Number of Complaints per 1,000 customers (broadband)			
<440> Fixed			
<450> Mobile			
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)		
<510> 431965OK510	(attached descriptive document)		
<600> Functionality in Emergency Situations	(check to indicate certification)		
<610> 431965OK610	(attached descriptive document)		
<700> Company Price Offerings (voice)	(complete attached worksheet)		
<710> Company Price Offerings (broadband)	(complete attached worksheet)		
<800> Operating Companies and Affiliates	(complete attached worksheet)		
<900> Tribal Land Offerings (Y/N)?	(if yes, complete attached worksheet)		
<1000> Voice Services Rate Comparability	(check to indicate certification)		
<1010>	(attach descriptive document)		
<1100> Terrestrial Backhaul (Y/N)?	(if not, check to indicate certification)		
<1110>	(complete attached worksheet)		
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)		

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	
<2005>	(complete attached worksheet)	

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	(check to indicate certification)	
<3005>	(complete attached worksheet)	

(100) Service Quality Improvement Reporting Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010> Study Area Code 431965
 <015> Study Area Name WINDSTREAM OK
 <020> Program Year 2014
 <030> Contact Name - Person USAC should contact regarding this data Jeff Heacox
 <035> Contact Telephone Number - Number of person identified in data line <030> 501-748-5390
 <039> Contact Email Address - Email Address of person identified in data line <030> jeff.i.heacox@windstream.com

<110> Has your company received its ETC certification from the FCC?
 If your answer to Line <110> is yes, do you have an existing §54.202(a) "5
 year plan" filed with the FCC? (yes / no) ☒ ☐

<111> If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service. (yes / no) ☐ ☐

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document (.pdf)

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<113> Maps detailing progress towards meeting plan targets
 <114> Report how much universal service (USF) support was received
 <115> How (USF) was used to improve service quality
 <116> How (USF) was used to improve service coverage
 <117> How (USF) was used to improve service capacity
 <118> Provide an explanation of network improvement targets not met in the prior calendar year.

431965

WINDSTREAM OK

2014
Jeff Heacox

0-501-748-5390

00> jeff.1.heacox@windstream.com

[illegible]

431965

WINDSTREAM OK

2014

Jeff Heacox

01-748-5390

ff.1.heacox@windstream.com

1/1/2013

<702> Single State-wide Residential Local Service Charge

[illegible]

(100) Operating Companies
Data Collection Form

PC Form 481

CMB Control No. 3060-0916/CMB Control No. 3060-0819
July 2013

<010>	Study Area Code	431965
<015>	Study Area Name	WINDSTREAM OK
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	501-748-5390
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com
<810>	Reporting Carrier	Windstream Oklahoma, LLC
<811>	Holding Company	Windstream Corporation
<812>	Operating Company	Windstream Oklahoma, LLC

<813>

Affiliates

Doing Business As Company or Brand Designation

SAC

-- See attached worksheet --

(504) Tribal Lands Reporting
Data Collection Form

FCC Form 421

OMB Control No. 3060-0086/OMB Control No. 3060-0019
July 2013

<010>	Study Area Code	431965
<015>	Study Area Name	WINDSTREAM OK
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	501-748-5390
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com
<910>	Tribal Land(s) on which ETC Serves	

Chickasaw Nation, Choctaw Nation of Oklahoma, Apache tribe of Oklahoma, Fort Sill Apache tribe of Oklahoma, Kiowa Indian Tribe of Oklahoma, Cheyenne-Arapaho Tribes of Oklahoma, Comanche Nation

<920> Tribal Government Engagement Obligation

431965OK920

Name of Attached Document (.pdf)

If your company serves Tribal lands, please select (Yes, No, NA) for each of these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

Select (Yes, No, NA)	Yes	No	NA
<921>			
<922>			
<923>			
<924>			
<925>			
<926>			
<927>			
<928>			
<929>			

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0985/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	431965
<015>	Study Area Name	WINDSTREAM OK
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	501-748-5390
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com

Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) ☐

Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G) ☐

1220 Terms and Conditions for Lifeline Customers
Title

Date Collection Form

FCC Form 451
 OMB Control No. 3060-0086 (OMB Control No. 3060-0318)
 July 2013

<010>	Study Area Code	431965
<015>	Study Area Name	WINDSTREAM OK
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	501-748-5390
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

431965OK1210

Name of attached document (.pdf)

HTTP <http://www.windstream.com/About-Us/Lifeline-Applications/>

<1220> Link to Public Website

"Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

(2009) Price Cap Carrier Additional Documentation
 Data Collection Form
 Including Rate of Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 401
 OMB Control No. 3060-0046 GMR Control No. 3060-0046
 July 2013

<010>	Study Area Code	431965
<015>	Study Area Name	WINDSTREAM OK
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	501-748-5390
<039>	Contact Email Address - Email Address of person identified in data line <030>	Jeff.L.Heacox@windstream.com

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting		
<2010>	2nd Year Certification (47 CFR § 54.313(b)(1))	<input type="checkbox"/>
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))	<input type="checkbox"/>
Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))		
<2012>	2013 Frozen Support Certification	<input checked="" type="checkbox"/>
<2013>	2014 Frozen Support Certification	<input type="checkbox"/>
<2014>	2015 Frozen Support Certification	<input type="checkbox"/>
<2015>	2016 and future Frozen Support Certification	<input type="checkbox"/>
Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))		
<2016>	Certification Support Used to Build Broadband	<input checked="" type="checkbox"/>
Connect America Phase II Reporting (47 CFR § 54.313(e))		
<2017>	3rd year Broadband Service Certification	<input type="checkbox"/>
<2018>	5th year Broadband Service Certification	<input type="checkbox"/>
<2019>	Interim Progress Certification	<input type="checkbox"/>
<2020>	Please check the box to confirm that the attached PDF, on line 2021, contains the required information pursuant to § 54.313 (e)(3)(iii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	<input type="checkbox"/>
<2021>	Interim Progress Community Anchor Institutions	

Name of Attached Document Listing Required Information

FD-302a (Rev. 10-6-2015)	FD-302b (Rev. 10-6-2015)	FD-302c (Rev. 10-6-2015)	FD-302d (Rev. 10-6-2015)	FD-302e (Rev. 10-6-2015)	FD-302f (Rev. 10-6-2015)	FD-302g (Rev. 10-6-2015)	FD-302h (Rev. 10-6-2015)	FD-302i (Rev. 10-6-2015)	FD-302j (Rev. 10-6-2015)	FD-302k (Rev. 10-6-2015)	FD-302l (Rev. 10-6-2015)	FD-302m (Rev. 10-6-2015)	FD-302n (Rev. 10-6-2015)	FD-302o (Rev. 10-6-2015)	FD-302p (Rev. 10-6-2015)	FD-302q (Rev. 10-6-2015)	FD-302r (Rev. 10-6-2015)	FD-302s (Rev. 10-6-2015)	FD-302t (Rev. 10-6-2015)	FD-302u (Rev. 10-6-2015)	FD-302v (Rev. 10-6-2015)	FD-302w (Rev. 10-6-2015)	FD-302x (Rev. 10-6-2015)	FD-302y (Rev. 10-6-2015)	FD-302z (Rev. 10-6-2015)		
<01>	Study Area Code	431965	<02>	Study Area Name	WINDSTREAM OK	<03>	Program Year	2014	<04>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox	<05>	Contact Telephone Number - Number of person identified in data line <03>	501-748-5330	<06>	Contact Email Address - Email Address of person identified in data line <03>	jeff.j.heacox@windstream.com	<07>		<08>		<09>		<10>		<11>	
<p>CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.</p>																											
<p>Progress Report on 5 Year Plan</p>																											
(3010)	Milestone Certification (47 CFR § 54.313(f)(1)(i))	Name of Attached Document Listing Required Information																									
Please check this box to confirm that the attached PDF, on line 3012, contains the required information pursuant to § 54.313(f)(1)(i), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.																											
(3011)	Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))	Name of Attached Document Listing Required Information																									
Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2)) If yes, does your company file the RUS annual report																											
Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:																											
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)	Name of Attached Document Listing Required Information																									
(3016)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows	Name of Attached Document Listing Required Information																									
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information																									
(3018)	If the response is no on line 3014, is your company audited?	Name of Attached Document Listing Required Information																									
If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:																											
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications	Name of Attached Document Listing Required Information																									
(3020)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows	Name of Attached Document Listing Required Information																									
(3021)	Management letter issued by the independent certified public accountant that performed the company's financial audit.	Name of Attached Document Listing Required Information																									
If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:																											
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers.	Name of Attached Document Listing Required Information																									
(3023)	Underlying information subjected to a review by an independent certified public accountant	Name of Attached Document Listing Required Information																									
(3024)	Underlying information subjected to an officer certification.	Name of Attached Document Listing Required Information																									
(3025)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows	Name of Attached Document Listing Required Information																									
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information																									

Certification - Reporting Carrier Data Collection Form		FCC Form 381 OMB Control No. 3060-0055/OMB Control No. 3060-0019 July 2013
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<010>	Study Area Code	431965
<015>	Study Area Name	WINDSTREAM OK
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	501-748-5390
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	WINDSTREAM OK
Signature of Authorized Officer:	CERTIFIED ONLINE
Printed name of Authorized Officer:	Tim Loken
Title or position of Authorized Officer:	Director Regulatory Reporting
Telephone number of Authorized Officer:	501-748-7442
Study Area Code of Reporting Carrier:	431965
Filing Due Date for this form:	10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form		FCC Form 487 OMB Control No. 3060-0066/OMB Control No. 3330-0010 July 2013
<010> Study Area Code	431965	
<015> Study Area Name	WINDSTREAM OK	
<020> Program Year	2014	
<030> Contact Name - Person USAC should contact regarding this data	Jeff Heacox	
<035> Contact Telephone Number - Number of person identified in data line <030>	501-748-5390	
<039> Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com	

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	
Name of Reporting Carrier:	
Signature of Authorized Officer:	
Printed name of Authorized Officer:	Date:
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	
Name of Authorized Agent or Employee of Agent:	
Signature of Authorized Agent or Employee of Agent:	
Printed name of Authorized Agent or Employee of Agent:	Date:
Title or position of Authorized Agent or Employee of Agent:	
Telephone number of Authorized Agent or Employee of Agent:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

FCC Form 481
OMB Control No. 3060-0586/OMB Control No. 3060-0819
July 2013

<a>	<b1>	<b2>	<b3>	<b4>	<c1>	<c2>	<d>	<e>	<f>	<g>	<h>
NORS Reference Number	Outage Start Date Time	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventative Procedures

10/11/2013

FCC Form 481

Line 310 - Unfulfilled Voice Telephony Service Requests Resolution

Study Area Code: 431965
 Study Area Name: Windstream Oklahoma, LLC
 Year: 2012

Date the Request was Held	Name of Exchange	How service was attempted/Reason it was Unfulfilled (If fulfilled, the date it was fulfilled)
11/12/2012	Mt. View	Unfulfilled due to lack of cable facilities. Engineered, WO issued, waiting for contractor to finish construction. Completed:1/22/2013
11/15/2012	Butler	Unfulfilled due to lack of cable facilities. Waiting on OSP Engineer to review.
12/27/2012	Canute	Unfulfilled due to lack of cable facilities. Waiting on OSP Engineer to review.

Line 510-Description of Compliance with Service Quality Standards and Consumer Protection:

The Windstream ILEC companies certify that they comply with applicable state and FCC service quality standards.

1. Service quality metrics are monitored and reviewed each month
2. Windstream is founded on integrity. All employees are required to complete a course on integrity each year.
3. Windstream employees have at their disposal our People Practices Overview Course which is a general overview of the guidelines that govern all Windstream employees.
4. Windstream's CPNI training manual documents when personnel are, and are not, authorized to use CPNI. This Manual constitutes Windstream's policies and procedures related to CPNI. All employees are required to follow the policies and procedures specified in this manual.
5. Windstream IT has in place numerous measures to insure the integrity of the network and the customer data that resides on the network. The network is monitored 24/7 and periodic reviews of the security processes are performed.
6. Windstream makes every attempt to achieve one-call resolution on customer invoice issues.
7. Windstream has developed a program to help spot the Red Flags of identity theft, which is consistent with the FTC's guidelines, and has procedures in place to mitigate the potential damage of identity theft.
8. Windstream has implemented our Customer Account Protection Plan (CAPP) to provide increased security against unauthorized changes (cramming) to customer accounts. This plan requires third-party carriers to have a customer's passcode to change the customer's service or or access the customer's account information.

Line 610 – Description of Functionality in Emergency Situations

Windstream certifies that it is compliant with applicable rules on service provision in emergency situations. Windstream central offices are designed to withstand limited commercial power failures through the use of emergency batteries supplemented by on site or portable generators. Windstream personnel perform routine maintenance on this essential equipment based on the manufacturer's service recommendations and Windstream service practices. The backup batteries are load tested routinely and the on site generators are tested monthly.

Windstream's network is engineered to handle traffic spikes that can occur as the result of emergency situations. The network is monitored 24/7 by our Network Operations Center ensuring quick response whenever and where ever it is needed. Network redundancy is built into our network where ever possible to ensure alternate routing is available when necessary.

(50) Operating Companies
Data Collection Form

REC Form-481
CMS Control No. 1160-8856/CMS Control No. 3056-0819
May 2013

<010>	Study Area Code	431965
<015>	Study Area Name	WINDSTREAM OK
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	501-748-5390
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com
<810>	Reporting Carrier	Windstream Oklahoma, LLC
<811>	Holding Company	Windstream Corporation
<812>	Operating Company	Windstream Oklahoma, LLC

<813>	<815>	<817>	<819>	Doing Business As Company or Brand Designation
	Affiliates	SAC		
	Georgia Windstream, LLC	223036		
	Oklahoma Windstream, LLC	432011		
	Texas Windstream, Inc.	442153		
	Valor Telecommunications of Texas, LLC	431165		DBA: Windstream Communications Southwest
	Valor Telecommunications of Texas, LLC	441163		DBA: Windstream Communications Southwest
	Valor Telecommunications of Texas, LLC	441181		DBA: Windstream Communications Southwest
	Valor Telecommunications of Texas, LLC	491164		DBA: Windstream Communications Southwest
	Windstream Accucomm Telecommunications, LLC	491193		DBA: Windstream Communications Southwest
	Windstream Alabama, LLC	220395		
	Windstream Arkansas, LLC	250302		
	Windstream Buffalo Valley, Inc.	401691		
	Windstream Communications Kerrville, LLC	170151		
	Windstream Concord Telephone, Inc.	442097		
	Windstream Conestoga, Inc.	230474		
	Windstream D & E, Inc.	170162		
	Windstream Florida, Inc.	170165		
	Windstream Georgia Communications, LLC	210336		
	Windstream Georgia Telephone, LLC	223037		
	Windstream Georgia, LLC	220364		
	Windstream Iowa Communications, Inc.	220357		
	Windstream Iowa-Comm, Inc.	351170		
	Windstream Iowa-Comm, Inc.	351167		
	Windstream Iowa-Comm, Inc.	351178		

(b)(1) Operating Companies
 Data Collection Form

PDC Form 451
 OMB Control No. 3000-0986/OMB Control No. 3000-0819
 JUN 2013

<010> Study Area Code 431965
 <015> Study Area Name WINDSTREAM OK
 <020> Program Year 2014
 <030> Contact Name - Person USAC should contact regarding this data Jeff Heacox
 <035> Contact Telephone Number - Number of person identified in data line <030> 501-748-5390
 <039> Contact Email Address - Email Address of person identified in data line <030> jeff.l.heacox@windstream.com
 <810> Reporting Carrier Windstream Oklahoma, LLC
 <811> Holding Company Windstream Corporation
 <812> Operating Company Windstream Oklahoma, LLC

Affiliates		SAC	Doing Business As Company or Brand Designation
Windstream Kentucky East, LLC	269690		
Windstream Kentucky East, LLC	269691		
Windstream Kentucky West, LLC	260402		
Windstream Lakedale, Inc.	361414		
Windstream Lakedale, Inc.	361482		
Windstream Lexcom Communications, Inc.	230483		
Windstream Mississippi, LLC	280453		
Windstream Missouri, Inc.	421885		
Windstream Montezuma, Inc.	351248		
Windstream Nebraska, Inc.	371568		
Windstream New York, Inc.	150106		
Windstream New York, Inc.	150109		
Windstream New York, Inc.	150113		
Windstream Norlight, Inc.	269004		
Windstream Norlight, Inc.	269008		
Windstream North Carolina, LLC	230476		
Windstream Ohio, Inc.	300665		
Windstream Oklahoma, LLC	431965		
Windstream Pennsylvania, LLC	170176		
Windstream South Carolina, LLC	240517		
Windstream Standard, LLC	220386		
Windstream Sugar Land, Inc.	442147		
Windstream Western Reserve, Inc.	300666		

**(004) Operating Companies
Data Collection Form**

CEC Form 432
OMB Control No. 3060-0085, OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	431965		
<015>	Study Area Name	WINDSTREAM OK		
<020>	Program Year	2014		
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox		
<035>	Contact Telephone Number - Number of person identified in data line <030>	501-748-5390		
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.i.heacox@windstream.com		
<810>	Reporting Carrier	Windstream Oklahoma, LLC		
<811>	Holding Company	Windstream Corporation		
<812>	Operating Company	Windstream Oklahoma, LLC		
<813>				

Affiliates	SAC	Doing Business As Company or Brand Designation
Access One Communications Corp.		
Allworx Corp.		
Atlanta Data Link, LLC		
Birmingham Data Link, LLC		
Bishop Communications Corporation		
Buffalo Valley Management Services, Inc.		
Carolina Personal Communications, Inc. (dba CTC Wireless)		
Cavalier IP TV, LLC		DBA: Windstream Wireless
Cavalier Services, LLC		
Cavalier Telephone Corporation		
Cavalier Telephone Mid-Atlantic, L.L.C.		DBA: PAETEC Business Services
Cavalier Telephone, L.L.C.		DBAs: PAETEC Business Services, Windstream Communications
CavTel Holdings, LLC		
Chattanooga Data Link, Inc.		
Cincinnati Data Link, Inc.		
Cinergy Communications Company of Virginia		
Communications Sales & Leasing, Inc.		
Compco, Inc.		
Conestoga Enterprises, Inc.		DBA: Compco-My Soft Company
Conestoga Management Services, Inc.		
Conestoga Wireless Company		
CT Cellular, Inc.		
CT Communications, Inc.		

2013 Operating Complaint
Data Collection Form

ICC Form 433

OMB Control No. 3050-0946/OMB Control No. 3050-0819
July 2013

<010>	Study Area Code	431965			
<015>	Study Area Name	WINDSTREAM OK			
<020>	Program Year	2014			
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox			
<035>	Contact Telephone Number - Number of person identified in data line <030>	501-748-5390			
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com			
<810>	Reporting Carrier	Windstream Oklahoma, LLC			
<811>	Holding Company	Windstream Corporation			
<812>	Operating Company	Windstream Oklahoma, LLC			
<813>					

Affiliates	SAC	Doing Business As Company or Brand Designation
CT Wireless Cable, Inc.		
CTC Video Services, LLC		
D & E Communications, Inc.		
D & E Investments, Inc.		
D & E Networks, Inc.		
D & E Wireless, Inc.		
D&E Management Services, Inc.		
Elantic Networks, Inc.		
Equity Leasing, Inc.		
FDN Supra, LLC		
Gabriel Communications Finance Company		
Heart of the Lakes Cable Systems, Inc.		
Hosted Solutions Charlotte, LLC		
Hosted Solutions Raleigh, LLC		
Huntsville Data Link, LLC		
Indianapolis Data Link, Inc.		
Infocore, Inc.		
Intellifiber Networks, Inc.		
Iowa Telecom Data Services, L.C.		
Iowa Telecom Technologies, LLC		
IWA Services, LLC		
KDL Communications Corporation		
KDL Holdings, LLC		

DBAs: Cavalier Wholesale Services, Cavalier Telephone

<010>	Study Area Code	431965
<015>	Study Area Name	WINDSTREAM OK
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	501-748-5390
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com
<810>	Reporting Carrier	Windstream Oklahoma, LLC
<811>	Holding Company	Windstream Corporation
<812>	Operating Company	Windstream Oklahoma, LLC
<813>		

Affiliates	SAC	Doing Business As Company or Brand Designation
Kerrville Cellular, LLC		
Kerrville Communications Corporation		
Kerrville Mobile Holdings, LLC		
Kerrville Wireless Holdings, LLC		
Lakedale Communications, LLC		
LDMI Telecommunications, Inc.		DBAs: Cavalier Business Communications, PAETEC Business Services, Cavalier Telephone, LDMI, LDMI Telecommunications
Lexcom, Inc.		
Lexington Data Link, Inc.		
Louisville Data Link, Inc.		
McLeodUSA Information Services LLC		
McLeodUSA LLC		
McLeodUSA Purchasing, L.L.C.		
McLeodUSA Telecommunications Services, L.L.C.		
Memphis Data Link, Inc.		DBAs: Cavalier, Cavalier Telephone, PAETEC Business Services
MPX, Inc.		
Nashville Data Link, Inc.		
Network Services Group, LLC		
Network Telephone Corporation		
NewSouth Communications of Virginia, Inc.		DBAs: PAETEC Business Services, Cavalier Business Communications, Cavalier Telephone
Norlight Communications, Inc.		
Norlight Information Services, LLC		
Norlight Telecommunications of Virginia, Inc.		
NT Corporation		

(30) Operating Companies
Data Collection Form

FCC Form 457
OMB Control No. 3050-0586/OMB Control No. 3050-0319
July 2013

<010>	Study Area Code	431965
<015>	Study Area Name	WINDSTREAM OK
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	501-748-5390
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com
<810>	Reporting Carrier	Windstream Oklahoma, LLC
<811>	Holding Company	Windstream Corporation
<812>	Operating Company	Windstream Oklahoma, LLC
<813>		

Affiliates	SAC	Doing Business As Company or Brand Designation
NuVox, Inc.		
OmniCall, Inc.		
PaeTec Communications of Virginia, Inc.		
PaeTec Communications, Inc.		
PAETEC Corp.		
PAETEC Holding Corp.		
PAETEC iTel, L.L.C.		
PAETEC Realty LLC		DBA: Starnet
PaeTec Software Corp.		
PaeTec Software Corp Sucursal		
PCS Licenses, Inc.		
Progress Place Realty Holding Company, LLC		
RevChain Solutions, LLC		
RPK (B.V.A.) Limited Co. No. 258382		
Shreveport Data Link, LLC		
SM Holdings, LLC		
Southwest Enhanced Network Services, LP		
Talk America Holdings, Inc.		
Talk America of Virginia, Inc.		
Talk America, Inc.		
TC Services Holding Co., Inc.		DBA: Cavalier Telephone
Televue, LLC		DBA: Cavalier Business Communications, PaeTec Business Services, Cavalier Telephone, The Phone Company, Network Services
The Other Phone Company, Inc.		DBAs: PaeTec Business Services, Cavalier Business Communications, Cavalier Telephone

<010>	Study Area Code	431965
<015>	Study Area Name	WINDSTREAM OK
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	501-748-5390
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com
<810>	Reporting Carrier	Windstream Oklahoma, LLC
<811>	Holding Company	Windstream Corporation
<812>	Operating Company	Windstream Oklahoma, LLC

Affiliates			SAC	Doing Business As Company or Brand Designation
TriNet, LLC				
US LEC Communications LLC				DBAs: PAETEC Business Services, US LEC of Rhode Island
US LEC LLC				
US LEC of Alabama LLC				DBA: PAETEC Business Services
US LEC of Florida LLC				DBA: PAETEC Business Services
US LEC of Georgia LLC				DBA: PAETEC Business Services
US LEC of Maryland LLC				DBA: PAETEC Business Services
US LEC of North Carolina LLC				DBA: PAETEC Business Services
US LEC of Pennsylvania LLC				DBA: PAETEC Business Services
US LEC of South Carolina LLC				DBA: PAETEC Business Services
US LEC of Tennessee LLC				DBA: PAETEC Business Services
US LEC of Virginia LLC				DBA: PAETEC Business Services
Valor Telecommunications Enterprises Finance Corp				DBA: PAETEC Business Services
Valor Telecommunications Enterprises II, LLC				
Valor Telecommunications Enterprises, LLC				
Valor Telecommunications Investments, LLC				
WaveTel NC License Corporation				
Wavetel TN, LLC				
Wavetel, LLC				
Webserve, Inc.				
Windstream Accucomm Networks, LLC				
Windstream Baker Solutions, Inc.				
Windstream Communications Telecom, LLC				

<010>	Study Area Code	431965
<015>	Study Area Name	WINDSTREAM OK
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	501-748-5390
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com
<810>	Reporting Carrier	Windstream Oklahoma, LLC
<811>	Holding Company	Windstream Corporation
<812>	Operating Company	Windstream Oklahoma, LLC

<813>		Affiliates	SAC	Doing Business As Company or Brand Designation
		Windstream Communications, Inc.		
		Windstream Corporation		
		Windstream CTC Internet Services, Inc.		
		Windstream D & E Systems, Inc.	179009	
		Windstream Direct, LLC		
		Windstream EN-TEL, LLC		
		Windstream Holding of the Midwest, Inc.		
		Windstream Holdings, Inc.		
		Windstream Hosted Solutions, LLC		
		Windstream Intellectual Property Services, Inc.		
		Windstream Iowa-Comm, Inc.		
		Windstream IT-Comm, LLC		
		Windstream KDL, Inc.		
		Windstream KDL-VA, Inc.		
		Windstream Kerrville Long Distance, LLC		
		Windstream Knoxville Data, Inc.		
		Windstream Lakedale Link, Inc.		
		Windstream Leasing, LLC		
		Windstream Lexcom Entertainment, LLC		
		Windstream Lexcom Long Distance, LLC		
		Windstream Lexcom Wirelless, LLC		
		Windstream Network Services of the Midwest, Inc.		
		Windstream NorthStar, LLC		

<010>	Study Area Code	431965
<015>	Study Area Name	WINDSTREAM OK
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	501-748-5390
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com
<810>	Reporting Carrier	Windstream Oklahoma, LLC
<811>	Holding Company	Windstream Corporation
<812>	Operating Company	Windstream Oklahoma, LLC

[illegible]



4001 Rodney Parham Drive • Little Rock, Arkansas 72212
(501) 748-7000

Sidney Stewart
Regulatory Reporting
Sidney.Stewart@windstream.com
(501) 748-6137

October 18, 2012

Bill Anoatubby, Governor
Chickasaw Nation
520 East Arlington Blvd
PO Box 1548
Ada, OK 74821-1548

**Re: Request for Meeting to Discuss Telecommunications Facilities and Needs
Assessment on Tribal Land as required by the Federal Communications
Commission**

Dear Governor Bill Anoatubby:

The Federal Communications Commission ("FCC") recently issued an Order requiring telephone companies to reach out to Tribal governments in their service areas to discuss tribal communication needs including the following: a needs assessment, deployment planning with a focus on tribal community anchor institutions, feasibility and sustainability planning, marketing services to the tribal community, rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes, and Compliance with tribal business and licensing requirements.

In addition, the FCC's Office of Native Affairs and Policy ("ONAP") issued a Public Notice on July 19, 2012 providing additional guidance regarding the engagement with out to tribal governments stating:

This guidance is intended to "lead to a common understanding between Tribal governments and communications providers receiving USF support, on the deployment and improvement of communications services on Tribal lands. The Tribal engagement obligation is intended to benefit Tribal government leaders, service providers, and consumers living on Tribal lands, ultimately providing greater connectivity to 21st century economic opportunities, education, health care, and public safety. This obligation is related to the very essence of universal service – facilitating and supporting connectivity to and from the most remote areas of our nation inures to the benefit of all. Requiring Tribal engagement is intended to begin and, in some cases, to strengthen, the dialogue between communications providers and Tribal governments. We anticipate that genuine

dialogue and common understandings will ultimately lead to improvement of communications services on Tribal lands."

We would like the opportunity to schedule a time to meet with you and other tribal officials to discuss tribal communication needs, marketing opportunities to the tribal community, right of way processes, land use permitting, facilities siting, and environmental and cultural preservation. Please contact me at 501-748-6137 to schedule a meeting time.

I look forward to hearing from you and the opportunity to discuss these important issues.

Sincerely,

A handwritten signature in cursive script that reads "Sidney Stewart".

Sidney Stewart
Regulatory Compliance
Windstream Communications



4001 Rodney Parham Drive • Little Rock, Arkansas 72212
(501) 748-7000

Sidney Stewart
Regulatory Reporting
Sidney.Stewart@windstream.com
(501) 748-6137

November 26, 2012

Bill Anoatubby, Governor
Chickasaw Nation
520 East Arlington Blvd
PO Box 1548
Ada, OK 74821-1548

Re: Second Request for Meeting to Discuss Telecommunications Facilities and Needs Assessment on Tribal Land as required by the Federal Communications Commission

Dear Governor Bill Anoatubby:

We recently contacted you, by letter, on October 22nd, 2012 requesting to meet with you regarding the following information:

The Federal Communications Commission ("FCC") recently issued an Order asking telephone companies to demonstrate on an annual basis that they have meaningfully engaged Tribal governments in their supported areas. The FCC contemplates that such discussions will focus on a needs assessment, deployment planning with a focus on tribal anchor institutions, feasibility and sustainability planning, marketing services to the tribal community, rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes, and compliance with Tribal business and licensing requirements.

In addition, the FCC's Office of Native Affairs and Policy ("ONAP") issued a Public Notice on July 19, 2012 providing additional guidance regarding the engagement with tribal governments stating:

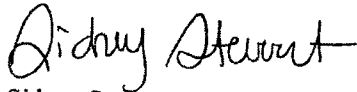
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Please contact me by December 14, 2012 at 501-748-6137 to schedule a meeting time.

I look forward to hearing from you and the opportunity to discuss these important issues.

Sincerely,

A handwritten signature in black ink that reads "Sidney Stewart". The signature is written in a cursive, flowing style.

Sidney Stewart
Regulatory Compliance
Windstream Communications



4001 Rodney Parham Drive • Little Rock, Arkansas 72212
(501) 748-7000

Sidney Stewart
Regulatory Reporting
Sidney.Stewart@windstream.com
(501) 748-6137

October 18, 2012

Gregory E. Pyle, Chief
Choctaw Nation of Oklahoma
529 N 16th St.
PO Box 1210
Durant, OK 74702-1210

**Re: Request for Meeting to Discuss Telecommunications Facilities and Needs
Assessment on Tribal Land as required by the Federal Communications
Commission**

Dear Chief Gregory E. Pyle:

The Federal Communications Commission ("FCC") recently issued an Order requiring telephone companies to reach out to Tribal governments in their service areas to discuss tribal communication needs including the following: a needs assessment, deployment planning with a focus on tribal community anchor institutions, feasibility and sustainability planning, marketing services to the tribal community, rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes, and Compliance with tribal business and licensing requirements.

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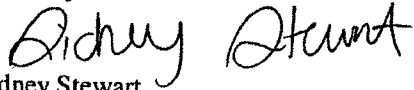
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Sidney Stewart
Regulatory Compliance
Windstream Communications



4001 Rodney Parham Drive • Little Rock, Arkansas 72212
(501) 748-7000

Sidney Stewart
Regulatory Reporting
Sidney.Stewart@windstream.com
(501) 748-6137

November 26, 2012

Gregory E. Pyle, Chief
Choctaw Nation of Oklahoma
529 N 16th St.
PO Box 1210
Durant, OK 74702-1210

Re: Second Request for Meeting to Discuss Telecommunications Facilities and Needs Assessment on Tribal Land as required by the Federal Communications Commission

Dear Chief Gregory E. Pyle:

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Sidney Stewart
Regulatory Compliance
Windstream Communications



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(501) 748-7000

Sidney Stewart
Regulatory Reporting
Sidney.Stewart@windstream.com
(501) 748-6137

October 18, 2012

Donnie Donald Cabaniss JR., Tribal Chairman
Apache Tribe of Oklahoma
PO Box 1330
Anadarko, OK 73005

**Re: Request for Meeting to Discuss Telecommunications Facilities and Needs
Assessment on Tribal Land as required by the Federal Communications
Commission**

Dear Tribal Chairman Donnie Donald Cabaniss JR.:

The Federal Communications Commission ("FCC") recently issued an Order requiring telephone companies to reach out to Tribal governments in their service areas to discuss tribal communication needs including the following: a needs assessment, deployment planning with a focus on tribal community anchor institutions, feasibility and sustainability planning, marketing services to the tribal community, rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes, and Compliance with tribal business and licensing requirements.

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I look forward to hearing from you and the opportunity to discuss these important issues.

Sincerely,

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Sidney Stewart
Regulatory Compliance
Windstream Communications



4001 Rodney Parham Drive • Little Rock, Arkansas 72212
(501) 748-7000

Sidney Stewart
Regulatory Reporting
Sidney.Stewart@windstream.com
(501) 748-6137

November 26, 2012

Donnie Donald Cabaniss JR., Tribal Chairman
Apache Tribe of Oklahoma
PO Box 1330
Anadarko, OK 73005

Re: Second Request for Meeting to Discuss Telecommunications Facilities and Needs Assessment on Tribal Land as required by the Federal Communications Commission

Dear Tribal Chairman Donnie Donald Cabaniss JR.:

We recently contacted you, by letter, on October 22nd, 2012 requesting to meet with you regarding the following information:

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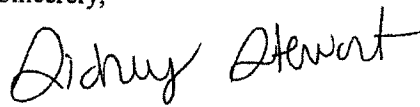
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Please contact me by December 14, 2012 at 501-748-6137 to schedule a meeting time.

I look forward to hearing from you and the opportunity to discuss these important issues.

Sincerely,

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Sidney Stewart
Regulatory Compliance
Windstream Communications



4001 Rodney Parham Drive • Little Rock, Arkansas 72212
(501) 748-7000

Sidney Stewart
Regulatory Reporting
Sidney.Stewart@windstream.com
(501) 748-6137

October 18, 2012

Jeff Houser, Chairman
Fort Sill Apache Tribe of Oklahoma
43187 US HWY 281
Apache, OK 73006

**Re: Request for Meeting to Discuss Telecommunications Facilities and Needs
Assessment on Tribal Land as required by the Federal Communications
Commission**

Dear Chairman Jeff Houser:

The Federal Communications Commission ("FCC") recently issued an Order requiring telephone companies to reach out to Tribal governments in their service areas to discuss tribal communication needs including the following: a needs assessment, deployment planning with a focus on tribal community anchor institutions, feasibility and sustainability planning, marketing services to the tribal community, rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes, and Compliance with tribal business and licensing requirements.

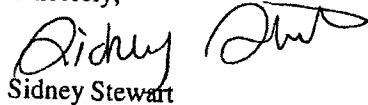
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I look forward to hearing from you and the opportunity to discuss these important issues.

Sincerely,

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Sidney Stewart
Regulatory Compliance
Windstream Communications



4001 Rodney Parham Drive • Little Rock, Arkansas 72212
(501) 748-7000

Sidney Stewart
Regulatory Reporting
Sidney.Stewart@windstream.com
(501) 748-6137

November 26, 2012

Jeff Houser, Chairman
Fort Sill Apache Tribe of Oklahoma
43187 US HWY 281
Apache, OK 73006

Re: Second Request for Meeting to Discuss Telecommunications Facilities and Needs Assessment on Tribal Land as required by the Federal Communications Commission

Dear Chairman Jeff Houser:

We recently contacted you, by letter, on October 22nd, 2012 requesting to meet with you regarding the following information:

The Federal Communications Commission ("FCC") recently issued an Order asking telephone companies to demonstrate on an annual basis that they have meaningfully engaged Tribal governments in their supported areas. The FCC contemplates that such discussions will focus on a needs assessment, deployment planning with a focus on tribal anchor institutions, feasibility and sustainability planning, marketing services to the tribal community, rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes, and compliance with Tribal business and licensing requirements.

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This guidance is intended to "lead to a common understanding between Tribal governments and communications providers receiving USF support, on the deployment and improvement of communications services on Tribal lands. The Tribal engagement obligation is intended to benefit Tribal government leaders, service providers, and consumers living on Tribal lands, ultimately providing greater connectivity to 21st century economic opportunities, education, health care, and public safety. This obligation is related to the very essence of universal service – facilitating and supporting connectivity to and from the most remote

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Please contact me by December 14, 2012 at 501-748-6137 to schedule a meeting time.

I look forward to hearing from you and the opportunity to discuss these important issues.

Sincerely,

A handwritten signature in black ink that reads "Sidney Stewart". The signature is written in a cursive, flowing style.

Sidney Stewart
Regulatory Compliance
Windstream Communications



4001 Rodney Parham Drive • Little Rock, Arkansas 72212
(501) 748-7000

Sidney Stewart
Regulatory Reporting
Sidney.Stewart@windstream.com
(501) 748-6137

October 18, 2012

Donald G. Tofpi, Chairperson
Kiowa Indian Tribe of Oklahoma
PO Box 369
Carnegie, OK 73015-0369

**Re: Request for Meeting to Discuss Telecommunications Facilities and Needs
Assessment on Tribal Land as required by the Federal Communications
Commission**

Dear Chairperson Donald G. Tofpi:

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October 18, 2012

Janice Prairie Chief-Boswell, Governor
Cheyenne-Arapaho Tribes of Oklahoma
PO Box 38
Concho, OK 73022

**Re: Request for Meeting to Discuss Telecommunications Facilities and Needs
Assessment on Tribal Land as required by the Federal Communications
Commission**

Dear Governor Janice Prairie Chief-Boswell:

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October 18, 2012

Wallace Coffey, Chairman
Comanche Nation
PO Box 908
Lawton, OK 73502

**Re: Request for Meeting to Discuss Telecommunications Facilities and Needs
Assessment on Tribal Land as required by the Federal Communications
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Dear Chairman Wallace Coffey:

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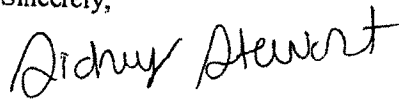
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LIFELINE SERVICE

Definition

- A. Lifeline Service is a retail local service offering available to qualifying low-income residential customers and is provided pursuant to the FCC Order 12-11 released on February 6, 2012.

Discounts

- A. The following credits will apply for customers deemed eligible for Lifeline assistance:
Monthly Credit

Federal Credit	\$9.25
State Credit to Residential Access Line	Varies by state

- B. The monthly discounted residential rate for qualified low-income customers may not be reduced below zero. Therefore, the credit amount defined in A. above shall not exceed the total of the subscriber line charge and the customer's normal residential local exchange service rate.

General

- A. The Company shall offer toll blocking to all qualifying low income customers at no charge at the time such customers subscribe to Lifeline service. If the customer voluntarily elects to receive toll blocking, the service shall become part of the customer's Lifeline service and all service deposits will be waived.
- B. Lifeline program rate reductions do not apply to long distance service or any other services (i.e., Custom Calling, CLASS, construction charges, etc.) which may or may not be tariffed. Customers may obtain such services, where available, at their discretion, although the Lifeline program rate reduction does not apply.
- C. Lifeline program service will not be available on a retro-active basis.

Eligibility Requirements

- A. The Lifeline program rate reduction shall apply to one (1) telephone line per residential household, at the subscriber's principal place of residence. Service is limited to only one Service per qualified customer or household; within this section, 'household' is defined as "any individual or group of individuals who are living together at the same address as one economic unit," with an 'economic unit' defined as, "all adult individuals contributing to and sharing in the income and expenses of a household."
- B. The service must be provided in the eligible customer's name.
- C. An applicant whose household income is at or below 135% of the Federal Poverty Guidelines, or who participate in one of the following programs:
- Medicaid
 - Food Stamps
 - Supplemental Security Income
 - Federal Public Housing Assistance
 - Low Income Home Energy Assistance Program
 - Temporary Assistance to Needy Families
 - National School Lunch's Free Lunch Program
- D. The customer must sign, under penalty of perjury, a document certifying:
- He/she is receiving benefits from one of the programs listed in C. above.
 - Name of the program(s) from which they are receiving benefits.
 - That he/she will notify the company if he/she no longer participates in the program(s) named in C. preceding.

The applicant must also supply the name of the program(s) from which they are receiving benefits and provide documentation supporting participation in the program(s). That he/she will notify the company if he/she no longer participates in the program(s) named in C. preceding.

- E. Customers qualifying for Lifeline Service are offered the services or functionalities enumerated in 47 Code of Federal Regulations §54.101 (a) (1)-(8) (relating to Supported Service for Rural, Insular and High Cost Areas).
- F. The Company has certification processes in place which at the time of enrollment requires a documentation review that confirms the consumer's household eligibility. The Company will retain copies of the self-certification records of both the applicant and the Company. A Company officer will attest that these procedures are in place.
- G. The Company will annually verify the continued eligibility pursuant to the FCC Order 12-11 released on February 6, 2012.

Credits and Deposits

- A. The credit verification procedures available for all applicants who apply for service with the Company will also be used for applicants who apply for service under the Lifeline program.
- B. The deposit standards used for all applicants who apply for service with the Company will also be used for applicants who apply for service under the Lifeline Program with the exception that deposit requirements will be waived for Lifeline Service applicants who voluntarily elect to subscribe to toll blocking service.

Service Charges

- A. Service charges do not apply when eligible customers with existing residential service convert to Lifeline Service.
- B. A service order deposit is not applicable to customers who elect toll blocking when initiating Lifeline service.
- C. A service order charge does apply when:

At the time Lifeline Service billing is initiated, eligible residential local exchange access service customers also request additional optional calling features such as Custom Calling Features, CLASS features, etc.

Any subsequent moves or changes after the initial connection to Lifeline service are requested by the customer.

Service is established for new residential applicants (those without existing local exchange access service) eligible for Lifeline Service.

Payments and Disconnection of Service

- A. Lifeline service may not be disconnected for non-payment of toll charges. In addition, the Company will not deny re-establishment of local service to customers who are eligible for Lifeline Assistance and have previously been disconnected for nonpayment of toll charges.
- B. Partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges.

Windstream Residential Service Rates by Service Area
 Rates shown with and without state and federal Lifeline discounts applied

Year	SAC	Without Lifeline Discounts		With Lifeline Discounts	
		Low	High	Low	High
2012	431965	\$21.50	\$24.17	\$1.00	\$1.00